



WellCare of Nebraska Contracting and Credentialing

Heritage Health
Administrative Simplification Committee Meeting

May 24, 2016

Presented by:

Lauralie Rubel, Plan President, WellCare of Nebraska




Provider Contracting Process



- Provider packets will be mailed to all Medicaid-enrolled providers by Friday, June 3rd.
- Packets will include:
 - *Welcome Letter*
 - *Participating Provider Agreement (the contract)*
 - *WellCare Fact Sheet*
 - *Provider Profile sheet*
 - *IRS Form I-9 (“Request for Taxpayer Identification”)*
 - *Nebraska Ownership/Controlling Interest and Conviction Disclosure Form*
- Instructions for help with completing any of the requested information will also be included.

Provider Contracting Process



HERE'S HOW TO JOIN THE WELLCARE OF NEBRASKA PROVIDER NETWORK. ACT TODAY!


- 1. Complete the Participating Provider Agreement:**
 - Enter the contracted provider name/contract entity name on Page 1 of the Provider Agreement.
 - Please note, this name must match the legal name on the W-9.
 - Sign and date Page 19 of the Provider Agreement.
 - Please complete all lines in the right-hand column only.
- 2. Complete the W-9:**
 - Please use the most recent IRS W-9 form that is provided in your packet.
- 3. Complete the Physician Profile Sheet:**
 - If you do NOT have a CAQH® number, please submit a completed, signed credentialing application. You may find credentialing applications at www.wellcare.com/Nebraska/Providers/Medicaid. Or contact our Network Development team at NetworkExpansion@wellcare.com or 1-855-599-3814 to request having a credentialing application sent to you.
- 4. Complete the Nebraska Ownership/Controlling Interest And Conviction Disclosure Form:**
 - We will also accept a photo copy of what you previously submitted to NE DHHS

Return all of the above completed paperwork in the self-addressed, postage-paid return envelope to:

WellCare Health Plans Inc.
Attn: Network Development – NE
P.O. Box 31409
Tampa, FL 33633-0029

For your convenience you may also email your contract documents to NetworkExpansion@wellcare.com or fax them to 1-877-277-1815.

Questions? Email us at NetworkExpansion@wellcare.com or call our Network Development team at 1-855-599-3814.



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Sample Instructions

Credentialing Requirements



Provider Credentialing is required by law, and WellCare makes every effort to simplify the process while still meeting federal and state regulatory requirements.

CAQH (www.caqh.org) is a national non-profit organization dedicated to reducing the administrative burden of provider credentialing. For more information about enrolling with CAQH, please visit their website.

While WellCare gladly accepts CAQH in lieu of a credentialing application, it is **VERY IMPORTANT** that providers have attested to their CAQH profile within the last six months, and that WellCare has been selected by the provider as an approved payer in order for us to access the provider's CAQH profile. Expiration of CAQH attestation is one of the most frequent reasons for delay in provider credentialing.

For providers who do not participate in CAQH, WellCare's provider credentialing application can be found here:

<https://www.wellcare.com/Nebraska/Providers/Medicaid>

The Credentialing Process



- WellCare follows the specific credentialing process and corresponding criteria set forth by NCQA.
- Whether you provide a completed credentialing application or a recently-attested CAQH number, WellCare's credentialing team will conduct primary source verification as appropriate and prepare the provider's file for review by the Credentials Committee.
- "Clean" credentialing files are reviewed weekly by our Medical Directors and approved accordingly.
- Chaired by our Medical Director, the Credentials Committee meets monthly and makes the final recommendation to accept providers as fully-approved participants in WellCare's provider network.

Contract Effective Date



Providers properly credentialed in 2016 will have a contract effective date of January 1, 2017 to coincide with the launch of Heritage Health.

For providers who submit their contracts and are credentialed after January 1, 2017, contracts will be effective the first day of the following month.

The provider will receive a letter advising them of their contract's effective date, along with an executed copy of the contract. The letter will also include their new WellCare provider identification number and instructions on how to register as a participating provider on our website.

To Avoid Delays...



There are several things a provider can do to avoid delays in the contracting and credentialing process.

- Ensure that the group name (or individual provider's name) *EXACTLY* matches the name reflected on IRS Form W-9.
- If submitting a CAQH number in lieu of a credentialing application, please ensure that the CAQH profile has been attested to in the last six months.
- The CAQH profile or curriculum vitae must reflect work experience for the last five years; if there are gaps, please provide explanation.
- If the answer is “yes” to any of the disclosure questions on the Nebraska Ownership/Controlling Interest and Conviction Disclosure form, please include explanation.

Re-Credentialing



- NCQA requires health plans to “re-credential” providers every three years.
- Five months before expiration of a provider’s credentials, WellCare will send a reminder letter to that provider which includes instructions on how to be re-credentialed prior to the expiration date.
- Three months before expiration of a provider’s credentials, WellCare will send a follow-up reminder letter as well as notifying the provider by phone of the upcoming expiration date.
- One month before the expiration date, WellCare will send a third and final letter notifying the provider that their contract will no longer be effective once their credentialing status has expired. We will also make two more attempts to reach the provider by phone during that last 30 days.

Important Contacts



For questions/support or to request a contract packet:

NetworkExpansion@wellcare.com

1-855-599-3814

Local Contact:

Tracy Smith, Senior Director of Network Management

tracy.smith@wellcare.com

402-802-6936